



# State of Alabama Department of Mental Health Central Purchasing Solicitation

<b>Solicitation</b> RFB 061 22000000607	<b>Document Phase</b> Final	<b>Document Description</b> HOUSEKEEPING SERVICES
<b>Procurement Folder</b> 1466902	<b>Creation Date</b> 11/19/21	<b>Print Date</b> 11/19/21

## Request for Bids

### CONTACTS

Contact	Name	E-mail	Phone
<b>Requestor:</b>	Annette Waites	Annette.Waites@mh.alabama.gov	334-353-7128
<b>Issuer:</b>	Shanna Taylor	shanna.taylor@mh.alabama.gov	334-242-3508
<b>Buyer:</b>	Annette Waites	Annette.Waites@mh.alabama.gov	334-353-7128

**Bids will be accepted from:** 11/19/21

**to:** 12/14/21 10:00 AM

**Bids will be opened:** 12/14/21 10:00 AM

### TO BE COMPLETED BY VENDOR

**Information in this section should be provided as appropriate. Bid Response must be in ink or typed with original signature and notarization.**

1. Delivery: Can be made \_\_\_\_\_ days or \_\_\_\_\_ weeks after receipt of order.
2. Terms: \_\_\_\_\_ (Discounts are taken without regard to date of payment.)
3. Prices valid for acceptance within \_\_\_\_\_ days.
4. Vendor's quotation reference number, if any: \_\_\_\_\_ (this number will appear on the purchase order.)
5. E-mail address: \_\_\_\_\_ Internet Website: \_\_\_\_\_
6. General Contractor's License No: \_\_\_\_\_ Type of G.C. License: \_\_\_\_\_

Return invitation to bid:

Regular Mail

State of Alabama  
Alabama Mental Health  
Purchasing Office  
P.O. Box 301410  
Montgomery, AL 36130-1410

Courier

State of Alabama  
Alabama Mental Health  
Purchasing Office  
100 N. Union St. Suite 570  
Montgomery, AL 36104

### Signature and Notarization Required

I have read the entire bid and agree to furnish each item offered at the price quoted. I hereby affirm I have not been in any agreement or collusion among bidders in restraint of freedom of competition by agreement to bid at a fixed price or to refrain from bidding.

**Sworn to and**

\_\_\_\_\_  
VSS Vendor Number

\_\_\_\_\_  
Authorized Signature (Ink)

**Subscribed before me this**

\_\_\_\_\_  
Company Name

\_\_\_\_\_  
Type/Print Authorized Name

\_\_\_\_\_  
Day of \_\_\_\_\_

\_\_\_\_\_  
Mail Address

\_\_\_\_\_  
Title

\_\_\_\_\_  
Notary Public

\_\_\_\_\_  
City, State, Zip

\_\_\_\_\_  
Toll Free Number

\_\_\_\_\_  
Term Expiration:

\_\_\_\_\_  
Phone Including Area Code

\_\_\_\_\_  
Fax Number

**COMMODITY INFORMATION**

**Group:** 1 Default Commodity Group      **Line:** 1      **Line Type:** Item  
**Commodity Code:** 95256      **Quantity:** 1.00000  
**Commodity Description:** Housekeeping Services      **Unit:** Month  
**Extended Amount:**      **Unit Price:**  
**Preferred Vendor:** \_\_\_\_\_  
**Extended Description:** \_\_\_\_\_

BRYCE HOSPITAL

Housekeeping Services

**SHIPPING AND BILLING****Shipping**

ADMH- Central Office  
100 N Union  
RSA Union Building  
Montgomery, AL 36130

**Delivery Date:****Billing**

ADMH- Central Office  
100 N Union  
Montgomery, AL 36130

**Delivery Type:****COMMODITY INFORMATION**

**Group:** 1 Default Commodity Group      **Line:** 2      **Line Type:** Item  
**Commodity Code:** 95256      **Quantity:** 1.00000  
**Commodity Description:** Housekeeping Services      **Unit:** Month  
**Extended Amount:**      **Unit Price:**  
**Preferred Vendor:** \_\_\_\_\_  
**Extended Description:** \_\_\_\_\_

MARY STARKE HARPER

Housekeeping Services

**SHIPPING AND BILLING****Shipping**

ADMH- Central Office  
100 N Union  
RSA Union Building  
Montgomery, AL 36130

**Delivery Date:****Billing**

ADMH- Central Office  
100 N Union  
Montgomery, AL 36130

**Delivery Type:****COMMODITY INFORMATION**

**Group:** 1 Default Commodity Group      **Line:** 3      **Line Type:** Item  
**Commodity Code:** 95256      **Quantity:** 1.00000  
**Commodity Description:** Housekeeping Services      **Unit:** Month  
**Extended Amount:**      **Unit Price:**  
**Preferred Vendor:** \_\_\_\_\_

**Extended Description:**

TAYLOR HARDIN SECURE MEDICAL

Housekeeping Services

**SHIPPING AND BILLING**

**Shipping**

ADMH- Central Office  
100 N Union  
RSA Union Building  
Montgomery, AL 36130

**Delivery Date:**

**Billing**

ADMH- Central Office  
100 N Union  
Montgomery, AL 36130

**Delivery Type:**

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#### AUTHORITY:

The Department of Mental Health, an agency of the State of Alabama, makes purchases under the authority granted in Acts 1965, No. 881, Acts 1984, No. 84-242, and in accordance with the State of Alabama Bid Laws, specifically Code of Alabama 1975, Section 41-16-20.

#### AWARD:

The Department of Mental Health reserves the right to: (1) award bids on an “all or none” basis; (2) award bids on an “item by item” basis, unless otherwise specified by bidder; (3) waive any informality in bids; (4) reject any and all bids.

#### BID RESPONSE INSTRUCTIONS:

In order to submit a responsible bid, bidder must read and follow all instructions, terms, conditions and specifications.

1. Bid envelope(s)/package(s)/box(es) must be identified with the bid number and opening date. Each individual bid must be submitted in a separate envelope. Responses to multiple bid numbers submitted in the same package that are not in separate envelopes and properly identified will be rejected. The Department of Mental Health does not assume responsibility for late bids for any reason including those due to postal or courier service. Bid responses must be in the Department of Mental Health Office of Contracts and Purchasing prior to the “close date and time” indicated on the bid.
2. Bid responses must be in ink or typed on this document, or replicated in the exact format. Signatures must be handwritten originals in ink or the bid will be rejected. Unless indicated in the bid, all price pages must be completed and returned. If an item is not being bid, identify it as N/B (no bid). Pages should be secured. The Department of Mental Health does not assume responsibility for missing pages. Faxed/ emailed bid responses will not be accepted.
3. The unit price always governs regardless of the extended amount. A unit price change must be initialed by the person signing the bid or that line will be rejected. Price changes include but are not limited to cross-out, strike-over, ink-over, white-out, erasure, or any other method changing the price.
4. The Department of Mental Health requires an original and a minimum of two exact copy signed, notarized bid to include any required addendum(s) and documentation. The original and the copy should be submitted together as a bid package.

#### BID REJECTION:

Bidders shall not place any qualifications, exceptions, conditions, reservations, limitations, or substitutions in their bid concerning the contract terms and conditions. Any such qualifications, exceptions, conditions, reservations, limitations, or substitutions shall result in rejection of bid.

Bids that are improperly submitted or received late will be documented for record will not be returned nor will bidder be notified.

The following is a partial list whereby a bid response will be rejected:

- Bid number not on envelope/package/box
- Bid response with multiple bid numbers in same envelope not properly identified
- Bid responses received late

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- Bid response not signed/not original signature
- Bid response not notarized/not original signature of notary/or notary expiration
- Bidder notarized own signature
- Required information not submitted with bid response
- Failure to submit the original bid and two copies
- Bid response received from non-subscribed/expired vendor

Beason-Hammon Alabama taxpayer and Citizen Protection Act (Act 2011-535 and as amended Act 2012-491)

As a condition for award of this bid, the vendor acknowledges the following:

“By signing this contract, the contracting parties affirm, for the duration of any agreement that they will not violate federal immigration law or knowingly employ, hire for employment, or continue to employ an unauthorized alien within the State of Alabama. Furthermore, a contracting party found to be in violation of this provision shall be deemed in breach of the agreement and shall be responsible for all damages resulting therefrom.”

Verification of enrollment in the E-verify program will be required prior to any award to a vendor who employs one or more employees within the State of Alabama. E-verify documentation should be identified with the bid number and the buyer name. Failure to provide documentation within five (5) calendar days of notification will result in the rejection of your bid. To enroll in the E-verify program visit [www.dhs.gov/e-verify](http://www.dhs.gov/e-verify).

#### CERTIFICATION PURSUANT TO ACT No. 2006-557:

Alabama Law (section 41-4-116, Code of Alabama 1975) provides that every bid submitted and contract executed shall contain a certification that the vendor, contractor, and all of its affiliates that make sales for delivery into Alabama or leases for use in Alabama are registered, collecting and remitting Alabama state and local sales, use and/or lease tax on all taxable sales and leases in Alabama. By submitting this bid, the bidder is hereby certifying that they are in full compliance with Act No. 2006-557, they are not barred from bidding or entering into a contract pursuant to 41-4-116, and acknowledges that the awarding authority may declare the contract void if the certification is false.

#### MINORITY VENDOR INFORMATION:

Information and assistance to minority and women-owned businesses in acquiring M/WBE certification may be obtained from the Office of Minority Business Enterprises at [www.adeca.alabama.gov](http://www.adeca.alabama.gov).

### STANDARD TERMS AND CONDITIONS

#### VENDOR REGISTRATION AND SUBSCRIPTION FEE:

Vendor may receive bid notices by registering at the State of Alabama vendor self-serve (VSS) portal, Hyperlink: “<https://procurement.staars.alabama.gov>”. Vendors wishing to respond to bids must be subscribed. Bid responses will not be accepted from non-subscribed vendors. Once registered you may subscribe by clicking the “pay subscription fee” tab at the top of the VSS home page. Payments must be made by credit or debit card. Vendors should provide their VSS assigned number on all bid responses. A vendor’s subscription must be maintained throughout the term of an awarded contract to include renewal periods.

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#### INTENT TO AWARD:

The State of Alabama Department of Mental Health will issue an “Intent to Award” before the final award is made. The “Intent to Award” will continue for a period of five (5) calendar days, after which the award will be final provided there are no protest. Upon final award, all rights to protest are forfeited. A detailed explanation of this process may be reviewed in the Alabama Administrative Code – Chapter 355-44(14).

#### ALTERNATE BID RESPONSES:

Unless stated elsewhere in this Invitation-to-Bid (ITB) the Dept. of Mental Health accept and evaluate alternate bid submittals provided the response meets all bid requirements. Alternates will be considered. When alternate brands and/or product numbers are bid, adequate specifications for evaluation must be submitted with the bid. Final determination as to equal quality of alternate will always be made by the receiving authority.

#### INTERNET WEBLINKS:

Internet and/or website links will not be accepted in bid responses as a means to supply any requirements stated in this ITB.

#### SALES TAX EXEMPTION:

Pursuant of the Code of Alabama, 1975, Title 40-23-4(A), the State of Alabama is exempt from paying sales tax. An exemption letter will be furnished upon request.

#### FOREIGN ENTITIES – CERTIFICATE OF AUTHORITY:

Alabama Law provides that a foreign entity (out of state company/firm) as identified in Section 10A-1-7.01 Code of Alabama 1975, not otherwise exempted by Section 10A-17.02 Code of Alabama Section 1975, may not transact business in the State of Alabama until it obtains a Certificate of Authority from the Secretary of State. To obtain forms for a Certificate of Authority, contact the Secretary of State, Corporate Division, (334) 242-52324. The Certificate of Authority does not prevent the vendor from submitting a bid.

#### BOYCOTT:

“Pursuant to Act 2016-312, the contractor hereby certifies that it is not currently engaged in, and will not engage in, the boycott of a person or an entity based in or doing business with jurisdiction with which this state can enjoy open trade.”

#### PRODUCT DELIVERY, RECEIVING AND ACCEPTANCE:

In accordance with the Uniform Commercial Code (Code of Alabama, Title 7), after delivery, the State of Alabama has the right to inspect all products before accepting. The State will inspect products in a reasonable timeframe. Signature on a delivery document does not constitute acceptance by the State. The State will accept products only after satisfactory inspection.

#### FREIGHT:

Bid is F.O.B. destination. Any freight charges must be included in the bid prices. Do not include freight as separate line item. The vendor must assume all responsibility for damage in transit.

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#### INVOICES:

Vendor understands and agrees that it has an affirmative duty to submit invoices accurately and on time. For purposes of this contract, this means that vendor shall submit all invoices by the fifth (5th) day of each month (or the next business day if the fifth falls on a weekend or State holiday) following the rendering of services or product that is required by this contract.

#### ALABAMA PREFERRED VENDOR:

A 'Preferred Vendor' shall be a person, firm, or corporation that is granted priority by meeting all of the following criteria as established by Section 41-16-20, Code of Alabama, 1975

Priority 1. Produces or manufactures the product within the State.

Priority 2. Has an assembly plant or distribution facility for the product within the State.

Priority 3. Is organized for business under the applicable laws of the State as a corporation, partnership, or professional association and has maintained at least one retail outlet or service center for the product or service within the State for not less than one year prior to the deadline date for the competitive bid.

Preferred vendor status must be indicated on the pricing page(s) of your bid in order to be considered for preferred vendor preference. By signing this bid, you affirm that the item(s) indicated meet all three criteria of a preferred vendor.

Bid item(s) meeting the criteria of preferred vendor where pricing is within 1% of the lowest compliant bid may be considered for award by the awarding authority.

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## **DEPARTMENT OF MENTAL HEALTH HOUSEKEEPING SERVICES**

The purpose of this solicitation is to establish a contract between the Alabama Department of Mental Health (Department) and Contractor for provision of Housekeeping Services for Bryce Hospital, Taylor Hardin Secure Medical Facility, and Mary Starke Harper Geriatric Psychiatry Center, located in Tuscaloosa, AL.

The Contractor shall provide custodial care of floor space at Bryce Hospital, Taylor Hardin Secure Medical Facility, and Mary Starke Harper Geriatric Psychiatry Center, as indicated on the building drawings and room charts supplied by the Facility during mandatory site visit.

The contract shall be for three (3) years with an option to extend for a fourth and fifth year with the same pricing, terms and conditions if requested by the Department and agreed upon by the Contractor.

Contract may be terminated by either party with a sixty (60) day written notice. Upon termination of contract, Contractor shall surrender peaceable possession of the premises and all property of every kind furnished by the Facility in as good condition as when received, taking into consideration ordinary wear, tear, depreciation and supply consumption.

The contract involve working in areas with patients hospitalized for treatment of mental illness.

The Contractor shall furnish all supplies, labor, supervision, management, support, appropriate transportation to handle equipment and materials to provide a complete hospital aseptic management system, as described herein, and supplemented by the "Policy and Procedure Manual for the Housekeeping Department" at Bryce Hospital, Taylor Hardin Secure Medical Facility, and Mary Starke Harper Geriatric Psychiatry Center.

All references to functions of buildings/units/rooms/areas are given as they exist at contract commencement date. Such references do not necessarily indicate that these function designations will remain the same. The functions may be changed by the facility. The building/unit/room/area charts shall be adjusted by contract modification if the building/unit/room/area number or scope of work is affected.

Listed below are the coverage areas and the requirements for cleaning:

### **FACILITY TOTAL SQUARE FOOTAGE**

#### **1. BRYCE HOSPITAL**

Monday – Friday 266,800

Saturday, Sunday & Holidays 138,000

#### **2. TAYLOR HARDIN SECURE MEDICAL**

Monday – Friday 96,800

Saturday, Sunday & Holidays 52,500

#### **3. Mary Starke Harper**

Monday – Friday 96,360

Saturday, Sunday & Holidays 51,500

The expectation is that the facilities are maintained in continuous compliance with Joint Commission, CMS (as applicable), Medicaid/Medicare and LCS standards and regulations (as well as ADMH Policies and Procedures) regardless of number of daily hours.

### **CONTRACTOR SERVICES**

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## 1. CORPORATE EXPERIENCE REQUIRED

**Corporate Experience Requirements:** The Contractor must have experience in managing and performing an aseptic management system program, as described herein. This experience must have been as a result of the Contractor being regularly engaged in the business of providing aseptic services for the past five (5) years.

**Director of Housekeeping:** As part of the service to be provided, the Contractor shall provide a full time Director of Housekeeping on site daily to manage and monitor Housekeeping Services at Bryce Hospital, Taylor Hardin Secure Medical and Mary Starke Harper Center. The Director of Housekeeping Services will report directly to the Facility Directors and to the Plant Operations Director.

When the Contractor's Director of Housekeeping plans to be absent more than three (3) consecutive working days, (Monday thru Friday and holidays, excluding Saturday and Sunday) the Plant Operations Director or designee is to be notified in writing and informed of the stand-in representative with at least two (2) years of management experience during this absence.

In case of termination of the Contractor's Director of Housekeeping, temporary replacement with above defined personnel cannot exceed four (4) weeks before a new fully qualified approved Director of Housekeeping is totally functional on site.

The Contractor's Director of Housekeeping shall establish and maintain a complete inventory control system of all items purchased.

## 2. TRAINING OF HOUSEKEEPING WORK FORCE

Contractor's Director or Supervisor shall be responsible for training appropriate to the satisfaction of Plant Operations Director or the designated Supervisor.

Contractor shall provide training for employees to include but not limited to the following topics:

A. A general orientation of basic bacteriological concepts and infection control, relating duty functions to these areas. The requirements of this program shall be provided by the Facility's Infection Control Program.

B. Complete instructions on obtaining, use, and care of supplies and equipment, and selection and management of cleaning supplies.

C. Duties of each employee and techniques for measuring quality of work performance (including evaluation of cleaning effectiveness)

D. Familiarization with applicable facility and local regulations and policies (including Fire Prevention, Safety Program, Patient/Residents Rights and appropriate Disaster Plan). Summary shall be posted in Contractor's office for visual review/reference at all times.

E. Familiarization with all facility housekeeping related Procedure Manuals. A current housekeeping manual shall be maintained in each janitorial closet for reference and review.

F. Role of housekeeping in the Health Facility and its effect on the health and well-being of patients.

G. Employee personal hygiene.

H. Adhere to all work scheduled.

I. Documentation of completion of scheduled work.

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J. Documentation of an appropriate in-service training outline of all Contractor's employees (completion verified by appropriate housekeeping Supervisor) shall be maintained by the designated Contractor's Supervisory Staff and shall be open for review by the Plant Operations Director upon request. The Department reserves the right to recommend more in-service training or discharge of Contractor's employee if justifiable or substantiating evidence is demonstrated or illustrated that the employee is not competent to perform duties. The Department reserves the right to require the Contractor provide documentation of all in-service training provided to the Contractor's employees both prior to starting work and any provided thereafter.

K. Contractor's employees shall be required to complete an ADMH/Facility specific orientation process to be determined by the ADMH/Facility and presented by the Facility's Staff Development Office before reporting to work.

### **3. UNIFORMS**

ALL Contractor's employees shall wear contractor provided standard uniforms which are clearly distinguishable. The uniform shall include a shirt or blouse, and slacks or skirt, or dress. Housekeeping personnel will follow ADMH Departmental Policy 70-30 and assigned Facility's Hospital Policy/Supplements pertaining to dress code for proper work attire.

All Contractor employees shall display on their uniform, legible identification that includes the employee's name and the Contractor's name; i.e. badge.

Contractor's employees shall wear special protective clothing and shoe covers when required.

### **4. PERSONAL HYGIENE**

THE Contractor's employees shall be free of body odor and wear a clean uniform every day. Fingernails shall be clean and free of dirt. Hair must be neatly combed.

### **5. HEALTH SCREEN REQUIREMENTS**

A. Prior to placement at a Facility, the Contractor will provide ADMH/Facility Human Resource Department and/or Facility Infection Control/Employee Health Nurse with a signed medical certification for each employee to be placed. The certification will confirm the employee has been administered a two-step TB skin test and/or a chest x-ray (as medically appropriate) and confirm that the employee does not have communicable disease that will prevent the Contractor employee from placement at a Facility. A health screen will be completed as necessary (annually) to meet criteria for performing work in an aseptic surrounding in accordance with ADMH/Facility policy and practices.

B. The Contractor is responsible for reporting to the Facility all information necessary to assure that facility records are correct, and comply with Medicare, Medicaid, CMS (as applicable) and TJC Compliance requirements.

C. Contractor's employees must be vaccinated for Hepatitis B. Valid documentation indicating confirmation of Hepatitis B vaccine must be furnished prior to any contract employee being allowed to report for duty.

D. Contractor's employees may be required vaccination for flu and other communicable health issues as may be required of ADMH/Facility employees.

### **6. SECURITY:**

A. Contractor will conduct employee reference checks on their employees with prior employees, and the requirement that any previously employed mental health employees not recommended for re-employment by the ADMH be excluded from being assigned to work anywhere on ADMH Facility grounds.

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B. No one who is employed with Contractor and provides service on Hospital grounds can be listed on the U.S. Office of the Inspector General (Health and Human Services) sanction list/ Medicare Sanction List (available from Facility Financial Services/HR). It is the Contractor's responsibility to confirm that their employees are not listed.

C. In consideration that Contractor's employees perform work assignments in patient occupied areas of the facilities and such requirements are required and completed on ADMH employees prior to employment in accordance with ADMH policy, the Contractor will be required, at the Contractor's expense, to provide the ADMH facility Human Resource Department signed documentation confirming the Contractor completed nationwide, pre-employment criminal conviction background check on each Contractor employee prior to the employee starting work at a facility. In the event a criminal conviction is found the Contractor will not be permitted to place the Contractor's employee in a facility unless the Contractor's employee is approved by ADMH facility Human Resources Departments in accordance with ADMH Policy and Practices. Reference: ADMH Policy 60-82, Pre-employment Background Checks on Prospective Employees.

D. Contractor's employees will perform work assignments in patient occupied areas of the facility and all requirements are required will be completed prior to working in patient occupied areas contact with patients prior to employment in accordance with ADMH policy, the Contractor will, at the Contractor's expense, provide the ADMH facility Human Resource Department signed documentation confirming the Contractor completed a pre-employment drug screen on each contractor employee prior to the employee start date and as specified by ADMH policy 70-25, Drug Testing. (Currently the ADMH requires at minimum a 10-panel drug screen.

Facility reserves the right to request random drug testing. Testing will be on an individual basis as conditions warrant such action. Reference: ADMH policy 70-20, Drug Free Work Place and ADMH Policy 70-25, Drug Testing.

## **7. ALL MENTAL HEALTH CAMPUSES (BUILDING AND GROUND) ARE SMOKE FREE**

Eating by the Contractor's employees is permitted in designated areas only. The ADMH Plant Operations Director or Facility designee has the right to intervene and make recommendations to Contractor based upon observation and complaints of the demeanor of the Contractor's employee.

## **8. QUALITY CONTROL**

Contractor Quality Control Improvement Program (QC/I): The Contractor shall have a Quality Control /Improvement Program to assure all requirements of the contract are provided as specified.

Contractor shall submit a written QC/I plan with bid. Otherwise the bid may be rejected. The QC/I plan shall include but not be limited to the following:

A. Performance standards shall be developed for each of the areas specified in the contract and housekeeping policies and procedures. Criteria to be measured to determine compliance with each of the performance standards shall be provided.

B. A review of some of the criteria for each of the performance standards shall be conducted daily so that each of the criteria has been reviewed at least twice a week. The daily reviews should be conducted in such a fashion that each service, for each area in which the service is provided and each shift on which the service is provided has a minimum of four (4) reviews every two (2) weeks. Data from each of these reviews shall be recorded as the review occurs and collated at the end of each month to determine compliance standards.

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C. For any performance standard which falls below the acceptable level (threshold/trigger) as evidenced by the results of the monthly report, an action plan shall be submitted within a one (1) week period outlining how the deficient performance standard will be brought into compliance. Weekly reports shall be provided until the performance standard is at an acceptable level.

Follow-up reports shall be submitted to the Facility's Designee in the stipulated time frame.

D. The Facility shall utilize the criteria for each performance standard in their reviews of the Contractor's compliance with the contract. If additional criteria are determined to be required, these shall be agreed upon by the Contractor and the Facility's Designee.

E. The Facility's Designee shall schedule meetings at least monthly but more often if deemed necessary to review deficiencies, action plans for corrections and identify other potential areas for improvement.

F. The Facilities shall provide a quarterly report to the Facility's OPPI Department as to compliance with performance standards. For any performance standard which has been deficient during that quarter, a narrative report as to actions taken and the effectiveness of these actions shall also be provided.

Hospital Quality Assurance: The Facility shall monitor the Contractor's performance under this contract using in part the methods of surveillance provided at site visit.

The Facility will use an established quality assurance environmental deficiency inspection schedule to monitor the performance of the Contractor. This schedule shall provide oral and written feedback/documentation.

A scheduled weekly supervisory meeting by the Contractor and the Director Housekeeping Services shall be held to communicate/interface on ongoing housekeeping deficiencies and to identify potential quality assurance problems.

A monthly (or as needed) quality assurance meeting with Plant Operation Director or designee shall be held until all QA problems identified are resolved.

## **9. BUILDING SECURITY**

**KEYS:** The Contractor shall be provided keys or allowed access to all buildings, areas and rooms requiring cleaning. Keys provided to the Contractor are not to be duplicated or removed from the premises.

Written procedures covering key control shall be included in the Contractor's procedures manual, the Contractor shall be responsible for immediately reporting the occurrence of a lost key to the Facility Police Department. The contractor will be charged \$10.00 for the replacement of any lost key.

Contractor's employees shall not allow anyone use of any key in their possession. They shall not open locked buildings, rooms, or areas to permit entrance by persons other than Contractor's employees performing assigned duties. All buildings/rooms/areas requiring to be locked shall not be left unattended during the cleaning process and shall be locked by Contractor's employees after completion of the cleaning duties.

Contractor's personnel shall turn off all lights in unoccupied areas.

## **10. SAFETY**

The Contractor shall display appropriate warning signs in all areas where housekeeping operations may cause traffic obstruction or safety hazard, warning signs shall be promptly moved after the target area has been cleared, dried, etc.

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Contractor's employee shall interrupt their work at any time to allow passage of patients, personnel, equipment, or carts.

The cleaning of lobbies and corridors resulting in temporarily wet or slippery floor surface shall be accomplished when possible so that it will not be necessary for Facility personnel or patients to cross the wet surface to gain access to other areas.

Custodial carts shall at all times be within an arm's reach during the cleaning process in patients' area.

#### **11. HANDLING/CLEANING OF FURNITURE/EQUIPMENT THAT IS PLUGGED IN FOR RECHARGING IS NOT TO BE UNPLUGGED.**

Wheelchairs, bathtubs, geriatric chairs, wheeled stretchers, examination tables, gurneys and all other furniture/equipment shall be cleaned in accordance with contractor's procedures. The Contractor is responsible for moving all other furniture and equipment to allow cleaning under, around and behind it. The Contractor is also responsible for cleaning all furniture and equipment and performing all bed washing duties.

Contractor's employees shall always prepare dust mops with an approved dust mop treatment before going onto units/sections/areas.

Contractor's employees shall always dust/polish with an approved polish by spraying a fine mist of polish onto cloth, not directly onto furniture. Contractor shall not allow over-spray mist.

#### **12. DISASTER SUPPORT**

The Contractor shall be familiar with the Disaster Control Plan for the facility and shall participate in exercises.

Disaster procedures shall include instructions as to the involvement that may be required of Contractor's employees

#### **13. CLASSIFICATION OF AREAS**

Patient use/visiting areas are those areas (identified as such on the building/unit/room/area charts) that the patients occupy, use or visit while in the facility such as patient rooms, examination rooms, nurses stations toilet facilities, etc. These areas require thorough cleaning by strict aseptic procedures. Toilet facilities in high use areas such as section toilets and showers and staff and visitation areas are directly related to patient welfare. These areas shall be cleaned twice or more daily.

The other areas within the Facility not classified as patient use/visiting areas do not require maximum aseptic procedures.

The Contractor shall use written procedures that provide the protection needed to control cross contamination.

The Contractor will be required to empty all outside containers daily.

The Contractor will be required to clean all grills and covers in each building/unit/room/area by using a vacuum suction system and lint free rag with appropriate germicide solution. Use of dust mops of any type with this procedure is not permitted due to infection control problems.

#### **DEFINITIONS:**

1. Covers are those parts of the registers, diffusers and grills (heating and air conditioning system) that are removable to provide access for cleaning of ducts.

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2. Circulating air vents in section/toilet/shower areas are an example of grills.

3. Interior windows, interior detention screens, walls, and floors are to be cleaned as part of category A and B cleaning; exterior covers are those parts of the register, diffusers and grills that are accessible to clean without removal and are to be cleaned as category A or B. Ensure that screens are secured after cleaning.

### **FACILITY FURNISHED PROPERTY AND SERVICES**

The facility will provide facilities, utilities, services and materials as set forth herein.

The facility shall provide the space as identified for the Contractor to use as office space, supply and equipment storage, including housekeeping closets.

### **CONTRACTOR FURNISHED ITEMS:**

The Contractor shall furnish and maintain all necessary equipment.

An annual performance evaluation, based on job description shall be conducted by the Contractor on each of its employees. Documentation of the completion of annual performance evaluations shall be provided to the Facility's Personnel Department.

**ADMINISTRATIVE:** The Contractor shall provide all administrative task necessary to assure performance of the aseptic services, including but not limited to work scheduling and facility defects reporting.

An annual performance evaluation, based on job description shall be conducted by the Contractor on each of its employees. Documentation of the completion of annual performance evaluations shall be provided to the Facility's Personnel Department

The Contractor's work schedules shall include the date, crew types (housekeepers, stripping/waxing crews, detail persons and outer area workers, show the phasing of work by buildings/units/rooms/areas throughout the work period, and show the scheduled time of completion of each building/unit/room/area. Schedules of all work crews shall be provided in writing to the Facility Designee. When Facility defects are found they shall be reported, in writing, to the Facility Designee by the end of the work shift. The Contractor shall provide a Contract Supervisor for any crew working after normal work day ends or on special projects, such as waxing and buffing, to ensure jobs are satisfactorily completed and the areas they are working in are secured.

The responsible Contract Supervisor shall furnish in advance, in writing, schedules of stripping, waxing and buffing, and major carpet cleaning and shampooing by building/unit/room/area to Plant Operations Director or Designee so appropriate notification can be issued to responsible Facility Unit Director/Staff for their preparation and action. Any changes in planned schedule are to be justified and promptly relayed to the Plant Operations Director or Designee by the Contractor's Director of Housekeeping with an alternate or recovery time schedule outline; the Contractor shall have a written/posted personnel roster which shall be maintained current. Contractor shall have roster available for review by the Plant Operations or Designee as needed. The Contractor shall notify the Plant Operations Director or Designee of personnel shortage daily and identify method to recover/maintain and complete established work schedules.

Contractor's Housekeeping Supervisors shall perform a building/unit/room/areas walk-through inspection with Facility Designees on a monthly and an 'as needed' basis.

**Housekeeping Methods:** All building/units/rooms/areas are to be re-inspected and receive cleaning, protection and beautification in accordance with individual writing procedures which

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specify the proper solutions and mixture appropriate for the building/unit/room/area location within the facility. Procedure and Quality Control/Improvement Program shall specify the housekeeping methods and quality control/improvement methods Contractor shall use to perform all services and assure performance of all services necessary to provide a totally clean environment. The Contractor shall furnish to the Facility a copy of the Housekeeping and Quality Control/Improvement Methods.

**CATEGORIES OF TIME:** There are four (4) categories of times Housekeeping Services are required to be performed:

**CATEGORY “A” – 7 DAYS PER WEEK**

**CATEGORY “B” – WEEK DAYS (MONDAY THROUGH FRIDAY) MINIMUM**

**CATEGORY “C” – PROJECT/CYCLE CLEANING (PERIODIC)**

**CATEGORY “D” – TWICE A DAY, 5 DAYS A WEEK**

The Contractor shall determine the number of times per day Category A and Category B services are required and shall perform services in all buildings/units/rooms/areas charts to assure that cleanliness meets the “total clean” requirements upon completion of scheduled cleaning. Toilet facilities (high use) such as section toilet/showers, staff or visitation areas are directly connected with patient welfare; therefore, they shall be cleaned twice or more daily. The Contractor shall also determine the exact day-by-day scheduling of all project/cycle cleaning. All Category A, B and Project Cycle determinations shall be stated in the work schedules.

Patient unit checkout cleaning is a seven (7) day per week required service. During day shift, the Contractor shall begin the cleaning within sixty (60) minutes of the time that the Contractor is notified the room is ready for cleaning. Cleaning shall continue without interruption until the task is complete.

## **DEFICIENCY REPORTING GUIDELINES**

### **PHASE I FACILITY – CREATE REPORT**

A. Establish control boards in office area

B. Stock environmental deficiency report forms in housekeeping office

C. Perform inspection of the unit or areas as listed on schedule. Complete forms outlined above. Date and sign the form that the inspection is completed.

D. Enter the next day’s date on the form where it states “Date to Contractor”.

E. Enter a date six (6) days later on the form where it states “Contractor Return Date”.

F. Make a copy of deficiency report and forward a copy to the Contractor the day after a unit or area is completed. Return for suspense file.

G. Place copy on board and use as reference to ensure that the Contractor returns report in the allowed time. Contractor shall be allowed five (5) to seven (7) working days to correct deficiencies and return form for re-inspection.

### **PHASE II CONTRACTOR – RESPONSE**

A. Received deficiency reports, corrects problems noted, dates and initials deficiency report verifying that deficiencies have been corrected.

B. Returns the deficiency report on the date specified in Contractor return date. Contractor must respond by the date specified.

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### PHASE III FACILITY RE-INSPECTION

A. Receive deficiency report form from Contractor within allotted days and starts re-inspection of unit/areas as outlined in schedule.

B. Perform re-inspection and note acceptable or unacceptable performance on deficiency report form, initial and date.

C. Serious deficiencies shall be brought to the immediate attention of Contractor. Other deficiencies shall be listed as a deficiency on the next inspection report for that particular unit or area.

### PHASE IV FACILITY AND CONTRACTOR – SPECIAL COMMENTS

A. Use special comments as necessary to communicate a specific problem or offer a recommendation.

B. Enter a date by comments to eliminate confusion.

### PHASE V FACILITY FILING PROCEDURES

A. Make a copy of completed deficiency report after steps A, B and C of form are completed for a particular unit or area and forward a copy to contractor for his files.

B. Remove suspense copy from control board for that particular unit or area and replace with the completed form. This is now the master control copy for the permanent file.

C. This process continues until all units and areas completed as outlined in schedule for the month.

D. Send copies of completed reports on all units/areas to the Infection Control Nurse as appropriate.

E. Housekeeping shall remove all completed environmental deficiency reports at the end of the month and place in permanent file.

F. Place new forms onto control board at the beginning of the next month to start inspecting process again.

### PHASE VI FACILITY OPPI REPORTING

Facility shall inspect the entire facility a minimum of twice a month on a ten (10) day rotation schedule. Should a QC/I problem occur the Facility shall identify and report problem to the QC/I Committee as outlined by policy.

Bid Bond: Not required

#### Liability Insurance:

The successful vendor shall maintain a full force and effective at all times, the following insurance coverage:

Public liability insurance in an amount not less than five hundred thousand dollars (\$500,000.00) for bodily injuries, including wrongful death in an amount no less than one million dollars (1,000,000.00) for damage on account of all accidents.

Property liability insurance in an amount not less than five hundred thousand dollars (\$500,000.00) for bodily injuries, including wrongful death in an amount not less than one million (1,000,000.00) for damage on account of all accidents. Automobile property damage shall be no less than five hundred thousand dollars (\$500,000.00).

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#### E VERIFY:

Contractor understands that Contractor shall provide a complete copy of the E-verify Memorandum of Understanding (MOU) which is generated when the business entity or employer enroll in the program bearing the number assigned to the MOU by Homeland Security; establishing that the business entity has registered to participate and will actively participate in the E-verify for the duration of the contract, and shall verify every employee who is required to be verified according to the applicable Federal rules and regulations.

#### Mandatory Site Visit

A site visit is required prior to bidding.

Dec. 3, 2021, Bryce Hospital, 1651 Ruby Tyler Pkway, Tuscaloosa AL 35404

Bob White 205-507-8292 or 205-393-0860c

Please submit original and two copies of RFB.

All questions must be received via email/STAARS

Dec.